Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1   1. (currently amended) A system for collecting,

2 processing, and presenting survey information comprising:

3   I.   an automated survey communication system for

4   connecting to [[a]] survey participants for

5   conducting a survey to obtain ~~and obtaining~~

6   survey data, said survey communication system

7   capable of executing software scripts for

8   implementing desired automated survey routines;

9   II.   a customer viewpoint module for providing

10   software scripts to said survey communication

11   system for surveying survey participants who

12   are customers using a drill-down method, ~~and~~

13   ~~further for receiving said survey data from~~

14   ~~said survey communication system~~, said survey

15   data obtained from the ~~patients~~ customers

16   including patient viewpoint data;

17   III. a personal clinical data analysis module for

18   automatically generating analyzed data

19   generated by analyzing said ~~participant~~ survey

20   data, wherein said personal clinical data

21   analysis module generates reports on said

22   analyzed data for use by the survey consumer;

23   IV.   an office team viewpoint module for providing

24   software scripts to said survey communication

25   system for surveying survey participants who

26   are employees using a drill-down method, ~~and~~

27   ~~further for receiving said survey data from~~

28		~~said survey communication system~~, said survey
29		data obtained from the employees including
30		employee viewpoint data;
31	V.	an office fiscal performance viewpoint module
32		for providing software scripts to said survey
33		communication system for surveying survey
34		participants who are managers using a drill-
35		down method, and further for receiving said
36		survey data from said survey communication
37		system, said survey data obtained from the
38		managers including fiscal performance data; and
39	VI.	an office data presentation module for
40		generating assessed survey information for
41		presenting to end users in a formatted manner,
42		said assessed survey information including
43		information for providing quality assessments
44		of an organization, wherein
45		said drill-down method utilizes one or both of
46		survey data already provided by a current
47		survey participant and historical survey data
48		to determine a subsequent survey question to be
49		asked of the current survey participant, and
50		further wherein
51		said system generates analyzed feedback for display
52		to each survey participant utilizing historical
53		survey data, said displayed analyzed feedback
54		formatted in a custom manner based on whether
55		the current survey participant is a customer,
56		an employee, or a manager.

1   2. (original) The system according to claim 1

2   wherein said generating assessed survey information for

3   presenting to end users in a formatted manner utilizes a

4   compass viewpoint information presentation paradigm.

1   3. (original) The system according to claim 1

2   applied to a medical care provider, wherein said customer

3   is a patient, said system further comprising:

4   a comparative practice data repository for storing

5   and retrieving said survey data and for storing

6   and retrieving said analyzed data and for

7   storing and retrieving said assessed survey

8   information;

9   a historical data repository on clinic performance

10   for storing fiscal historical performance

11   normative data for use by said office data

12   presentation module for generating and

13   displaying historical fiscal performance

14   comparisons for predicting fiscal success; and

15   a clinical and pathophysiologic normative data

16   repository for storing clinical and

17   pathophysiologic normative data obtained from

18   various sources, said clinical and

19   pathophysiologic normative data relating

20   patient parameters including age, gender, and

21   medical conditions.

1   4. (original) The system according to claim 3

2   wherein said customer viewpoint data includes:

3   A.   customer satisfaction data;

4   B.   office process viewpoint data;

5   C.   provider care and concern data; and

6	D.	verbatim viewpoint comments;	

7 and further wherein said employee viewpoint data
8 includes:

9   A.   job performance data including:

10   i.   ability to keep pace data;

11   ii.   opportunities to improve data;

12   iii. job security data; and

13   iv.   performance expectations data;

14   B.   team function data including:

15   i.   team communication data;

16   ii.   team operation data;

17   iii. stress environment data;

18   iv.   change implementation data; and

19   v.   overall viewpoint data;

20   C.   verbatim comments; and

21   D.   employee function data;

22 and still further wherein said fiscal performance
23 data includes:

24   A.   staffing data;

25   B.   compliance data;

26   C.   encounter frequency data;

27   D.   production data;

28   E.   collections data

29   F.   receipts data;

30   G.   accounts receivable data;

31   H.   cost data; and

32   I.   overhead data;

1   5. (original) The system according to claim 4
2   wherein said analyzed data includes:

3   A.   comparative patient level data for storing in
4   said clinical and pathophysiological normative
5   data repository, said comparative patient level
6   data including:

7   i.   patient age data;
8   ii.   patient gender data;
9   iii. patient functional health status data
10   iv.   patient health screening data
11   v.   patient family medical history data;
12   vi.   patient medication data;
13   vii. patient pathophysiology data;
14   viii.   patient health habits data;
15   ix.   patient counseling data;
16   x.   patient satisfaction data;
17   xi.   patient health care access data; and
18   xii. patient payment capability data;
19   B.   comparative data for stored in said comparative
20   practice data repository; and

21   C.   analyzed data stored in said comparative
22   practice data repository.

1   6. (original) The system according to claim 5
2   wherein said assessed survey information includes:

3   A.   patient viewpoint results including:

4   i.   office process viewpoints;
5   ii.   provider care and concern viewpoints;
6   iii. overall visit viewpoints; and

Arguments/Remarks

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7                      iv.  verbatim comments on processes;
8           B.   functional health status results; and
9           C.   fiscal performance viewpoint results.


1           7. (original) The system according to claim 1
2    applied to a medical care provider wherein said customer
3    is a patient and further wherein said analyzed data
4    includes:
5           A.   comparative patient level data for storing in
6                said clinical and pathophysiological normative
7                data repository, said comparative patient level
8                data including:

9                     i.    patient age data;
10                    ii.   patient gender data;
11                    iii.  patient functional health status data
12                    iv.   patient health screening data
13                    v.    patient family medical history data;
14                    vi.   patient medication data;
15                    vii.  patient pathophysiology data;
16                    viii.    patient health habits data;
17                    ix.   patient counseling data;
18                    x.    patient satisfaction data;
19                    xi.   patient health care access data; and
20                    xii.  patient payment capability data;
21          B.   comparative data for stored in said comparative
22                practice data repository; and

23          C.   analyzed data stored in said comparative
24                practice data repository.


1           8. (original) The system according to claim 7
2    wherein said assessed survey information includes:
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3   A.   patient viewpoint results including:

4   i.   office process viewpoints;
5   ii.   provider care and concern viewpoints;
6   iii. overall visit viewpoints; and
7   iv.   verbatim comments on processes;
8   B.   functional health status results; and

9   C.   fiscal performance viewpoint results.

1   9. (original) The system according to claim 3
2   applied to a medical care provider, wherein said customer
3   is a patient and further wherein said assessed survey
4   information includes:

5   A.   patient viewpoint results including:

6   i.   office process viewpoints;
7   ii.   provider care and concern viewpoints;
8   iii. overall visit viewpoints; and
9   iv.   verbatim comments on processes;
10   B.   functional health status results; and

11   C.   fiscal performance viewpoint results.

1   10. (original) The system according to claim 1
2   applied to a medical care provider wherein said customer
3   is a patient and further wherein said analyzed data
4   includes:

5   patient family and social histories;

6   reviews of health habits;

7   health concerns;

8   medication reviews;

9   health screening information; and

10   recommendations based on nationally accepted

11   guidelines, age, gender, and condition specific

12   care.

1   11. (original) The system according to claim 10

2 wherein said generating assessed survey information for

3 presenting to end users in a formatted manner utilizes a

4 compass viewpoint information presentation paradigm.

1   12. (original) A system for collecting, processing,

2 and presenting survey information for a medical care

3 provider comprising:

4   I.   a survey communication system for connecting to

5   a survey participant and obtaining participant

6   survey data, said survey communication system

7   comprising:

8   A.   a connection device connected to a

9   communication network for connecting said

10   communication network to a survey

11   participant; and

12   B.   an automated surveying system connected to

13   said connection device, wherein said

14   automated surveying system executes survey

15   scripts for collecting survey data from

16   the survey participant, said automated

17   surveying system including an automated

18   interactive voice recognition unit for

19   accepting oral responses from the survey

20   participant, said automated interactive

21   voice recognition unit including a voice

22   recognition module to interpret said oral

23		responses and generate said participant
24		survey data therefrom;
25		said automation surveying system further
26		including a means for recording verbatim
27		comments;
28	II.	a patient viewpoint module for providing
29		software scripts to said survey communication
30		system for surveying survey participants who
31		are patients and further for receiving said
32		survey data including patient survey data
33		obtained from the patient, from said survey
34		communication system, said patient viewpoint
35		module containing physician office survey
36		programs comprising:
37	A.	a patient viewpoint program for providing
38		patient viewpoint survey scripts to said
39		external surveying system for obtaining
40		participant viewpoint data from the
41		patient;
42	B.	a functional health status program for
43		providing functional health status survey
44		scripts to said external surveying system
45		for obtaining functional health status
46		data from the patient;
47	C.	a panel membership program for providing a
48		panel membership survey script to said
49		external surveying system for inviting the
50		patient to join a panel;
51	D.	a verbatim comments program for providing
52		verbatim comments survey scripts for

53   obtaining said verbatim comments from the

54   patient;

55   E.   a data storage program for checking an

56   integrity of said participant survey data,

57   and for storing participant survey data

58   that passes an integrity check into a

59   comparative practice data repository; said

60   patient survey data including:

61   i.   said participant viewpoint data

62   including:

63   participant satisfaction data;

64   office process viewpoint data;

65   provider care and concern data;

66   and

67   verbatim viewpoint comments;

68   ii. said functional health status data;

69   and

70   iii. said verbatim comments;

71   and

72   F.   a data reporting program for providing a

73   report to the patient;

74   III. a personal clinical data analysis module for

75   generating analyzed data for storage in said

76   comparative practice data repository, said

77   analyzed data generated by analyzing said

78   participant survey data, comparative patient

79   level data obtained from a clinical and

80   pathophysiological normative data repository,

81   and primary data obtained from said comparative

82   practice data repository, wherein said

83   generated analyzed data includes:

84	A.	comparative patient level data for storing
85		in said clinical and pathophysiological
86		normative data repository, said
87		comparative patient level data including:
88		i. patient age data;
89		ii. patient gender data;
90		iii. patient functional health status data
91		iv. patient health screening data
92		v. patient family medical history data;
93		vi. patient medication data;
94		vii. patient pathophysiology data;
95		viii. patient health habits data;
96		ix. patient counseling data;
97		x. patient satisfaction data;
98		xi. patient health care access data;
99		xii. patient payment capability data; and
100		xiii. recommendations based on one or more
101		of: nationally accepted guidelines,
102		age, gender, or condition specific
103		care
104	B.	comparative data for stored in said
105		comparative practice data repository; and
106	C.	analyzed data stored in said comparative
107		practice data repository;
108		wherein said personal clinical data analysis module
109		generates said analyzed data after an
110		expiration of a period of time since said
111		survey information was last generated, and
112		further wherein

113   said personal clinical data analysis module

114   generates reports on said analyzed data for use

115   by the survey consumer;

116   IV.   an office team viewpoint module for providing

117   software scripts to said survey communication

118   system for surveying survey participants who

119   are employees, for validating said employee

120   before providing data access, and further for

121   receiving said survey data including employee

122   survey data obtained from the employee, said

123   employee survey data including:

124   A.   job performance data including:

125   i.   ability to keep pace data;

126   ii.   opportunities to improve data;

127   iii. job security data; and

128   iv.   performance expectations data;

129   B.   team function data including:

130   i.   team communication data;

131   ii.   team operation data;

132   iii. stress environment data;

133   iv.   change implementation data; and

134   v.   overall viewpoint data;

135   C.   verbatim comments; and

136   D.   employee function data;

137 wherein said employee survey data is stored in said

138   comparative practice data repository;

139   V.   an office fiscal performance viewpoint module

140   for providing software scripts to said survey

141   communication system for surveying survey

142   participants who are managers, for validating

143	said manager before providing data access, and
144	further for receiving said survey data
145	including fiscal performance data obtained from
146	the manager, said fiscal performance data
147	including:
148	staffing data;
149	compliance data;
150	encounter frequency data;
151	production data;
152	collections data
153	receipts data;
154	accounts receivable data;
155	cost data; and
156	overhead data;
157	wherein said office fiscal performance viewpoint
158	module stores said fiscal performance data in
159	said comparative practice data repository; and
160	further wherein said office fiscal performance
161	viewpoint module archives historical fiscal
162	performance data in said historical data
163	repository on clinic performance;
164	and
165	VI. a physician office data presentation module for
166	generating assessed survey information
167	including:
168	A. patient viewpoint assessments generated
169	using said patient viewpoint data and said
170	analyzed data obtained from said
171	comparative practice data repository;
172	B. office team viewpoint assessments
173	generated using said employee survey data

174   obtained from said comparative practice

175   data repository;

176 C. office fiscal performance viewpoint

177   assessments generated using said fiscal

178   data obtained from said comparative

179   practice data repository and said

180   historical data repository on clinic

181   performance; and

182 D. personal clinical compass viewpoint

183   assessments;

184 said physician office data presentation module

185   further for formatting said assessed survey

186   information for display to the survey consumer,

187   said formatted assessed survey information

188   including:

189 A. patient viewpoint results including:

190   i. office process viewpoints;

191   ii. provider care and concern viewpoints;

192   iii. overall visit viewpoints; and

193   iv. verbatim comments on processes;

194 B. functional health status results;

195 C. fiscal performance viewpoint results

196   including:

197 D. verbatim comments organized by category;

198 E. survey information sorted according to survey

199   consumer entered criteria, said sorting

200   criteria including Boolean sorting.

1 13. (original) The system according to claim 12

2 wherein said physician office data presentation module

3   formats said assessed survey information utilizing a

4   compass viewpoint information presentation paradigm.

1   14. (currently amended) A method for collecting,

2   processing, and presenting survey information comprising

3   the steps of:

4   I.   connecting to a survey participant over an

5   external communication system;

6   II. conducting a plurality of automated surveys

7   with survey participants for obtaining survey

8   data, said conducting a plurality of automated

9   surveys including the steps of:

10   A.   conducting a survey with a participant who

11   is a customer to obtain survey data

12   including customer viewpoint data;

13   B.   conducting a survey with a participant who

14   is an employee to obtain survey data

15   including employee viewpoint data; and

16   C.   conducting a survey with a participant who

17   is a manager to obtain survey data

18   including fiscal performance data;

19   III. generating analyzed data from said survey data,

20   wherein said analyzed data utilizes the compass

21   viewpoint information presentation paradigm;

22   IV. generating reports utilizing said survey data

23   and said analyzed data, said reports for use by

24   a survey consumer ~~or for use by said survey~~

25   ~~participant~~;

26   V.   generating assessed survey information from

27   said survey data and said analyzed data<u>;</u> ~~, and~~

28 VI. formatting said assessed survey information for
29   display to a survey consumer; and

30 VII. generating, formatting, and displaying survey
31   feedback, utilizing historical survey data, to
32   each survey participant during each of said
33   surveys, said survey feedback formatted and
34   displayed in a customized manner based on
35   whether the current survey participant is a
36   customer, an employee, or a manager.

1   15. (original) The method according to claim 14
2   wherein said formatting said assessed survey information
3   is done according to a compass viewpoint information
4   presentation paradigm.

1   16. (original) The method according to claim 14
2   wherein said customer viewpoint data includes:

3   A.   customer satisfaction data;

4   B.   office process viewpoint data;

5   C.   provider care and concern data; and

6   D.   verbatim viewpoint comments;

7   and further wherein said employee viewpoint data
8   includes:

9   A.   job performance data including:

10   i.   ability to keep pace data;
11   ii. opportunities to improve data;
12   iii. job security data; and
13   iv. performance expectations data;

14   B.   team function data including:

15			i.	team communication data;
16			ii.	team operation data;
17			iii.	stress environment data;
18			iv.	change implementation data; and
19			v.	overall viewpoint data;

20   C.   verbatim comments; and

21   D.   employee function data;

22 and still further wherein said fiscal performance data
23 includes:

24   A.   staffing data;

25   B.   compliance data;

26   C.   encounter frequency data;

27   D.   production data;

28   E.   collections data

29   F.   receipts data;

30   G.   accounts receivable data;

31   H.   cost data; and

32   I.   overhead data.

1   17. (original) The method according to claim 16 as
2 applied to a medical care facility wherein said customer
3 is a patient and further wherein said analyzed data
4 includes:

5   A.   comparative patient level data including:

6			i.	patient age data;
7			ii.	patient gender data;
8			iii.	patient functional health status data
9			iv.	patient health screening data

10	v.	patient family medical history data;
11	vi.	patient medication data;
12	vii.	patient pathophysiology data;
13	viii.	patient health habits data;
14	ix.	patient counseling data;
15	x.	patient satisfaction data;
16	xi.	patient health care access data; and
17	xii.	patient payment capability data;

1 18. (original) The method according to claim 17
2 wherein said assessed survey information includes:

3   A.   patient viewpoint results including:

4   i.   office process viewpoints;
5   ii.   provider care and concern viewpoints;
6   iii. overall visit viewpoints; and
7   iv.   verbatim comments on processes;
8   B.   functional health status results; and

9   C.   fiscal performance viewpoint results.

1 19. (original) The method according to claim 18
2 wherein said formatting said assessed survey information
3 is done according to a compass viewpoint information
4 presentation paradigm.

1 20. (original) The method according to claim 14
2 applied to a medical care provider wherein said customer
3 is a patient and further wherein said analyzed data
4 includes:

5   A.   comparative patient level data including:

6   i.   patient age data;
7   ii.   patient gender data;

8   iii. patient functional health status data

9   iv. patient health screening data

10   v.   patient family medical history data;

11   vi. patient medication data;

12   vii. patient pathophysiology data;

13   viii.patient health habits data;

14   ix. patient counseling data;

15   x.   patient satisfaction data;

16   xi. patient health care access data; and

17   xii. patient payment capability data;

1   21. (original) The method according to claim 20

2 wherein said assessed survey information includes:

3   A.   patient viewpoint results including:

4   i.   office process viewpoints;

5   ii.   provider care and concern viewpoints;

6   iii. overall visit viewpoints; and

7   iv.   verbatim comments on processes;

8   B.   functional health status results; and

9   C.   fiscal performance viewpoint results.

1   22. (original) The method according to claim 21

2 wherein said formatting said assessed survey information

3 is done according to a compass viewpoint information

4 presentation paradigm.

1   23. (original) A method for collecting, processing,

2 and presenting survey information comprising the steps

3 of:

4   I.   connecting to a survey participant over an

5   external communication system;

6　　II.　conducting a plurality of automated surveys
7　　　　　with survey participants, said automated
8　　　　　surveys being conducted according to survey
9　　　　　scripts, said survey scripts providing
10　　　　instructions for conducting said automated
11　　　　survey to collect survey data, said conducting
12　　　　a plurality of automated surveys with survey
13　　　　participants including the steps of:

14　　　　　A.　conducting a survey with a participant who
15　　　　　　　is a customer according to customer survey
16　　　　　　　scripts including scripts for obtaining
17　　　　　　　survey data including customer viewpoint
18　　　　　　　data;

19　　　　　B.　conducting a survey with a participant who
20　　　　　　　is an employee according to employee
21　　　　　　　survey scripts including scripts for
22　　　　　　　obtaining survey data including employee
23　　　　　　　viewpoint data; and

24　　　　　C.　conducting a survey with a participant who
25　　　　　　　is a manager according to manager survey
26　　　　　　　scripts including scripts for obtaining
27　　　　　　　survey data including fiscal performance
28　　　　　　　data;

29　　III.　generating analyzed data from said survey data,
30　　　　　wherein said analyzed data utilizes a compass
31　　　　　viewpoint information presentation paradigm;

32　　IV.　generating reports utilizing said survey data
33　　　　　and said analyzed data, said reports for use by
34　　　　　a survey consumer or for use by said survey
35　　　　　participant;

36	V.		generating assessed survey information from
37			said survey data and said analyzed data, and
38	VI.		formatting said assessed survey information for
39			display to a survey consumer.

1   24. (original) The method according to claim 23
2 wherein said customer viewpoint data includes:

3   A.   customer satisfaction data;

4   B.   office process viewpoint data;

5   C.   provider care and concern data; and

6   D.   verbatim viewpoint comments;

7 and further wherein said employee viewpoint data
8   includes:

9   A.   job performance data including:

10   i.   ability to keep pace data;
11   ii.   opportunities to improve data;
12   iii. job security data; and
13   iv.   performance expectations data;
14   B.   team function data including:

15   i.   team communication data;
16   ii.   team operation data;
17   iii. stress environment data;
18   iv.   change implementation data; and
19   v.   overall viewpoint data;
20   C.   verbatim comments; and

21   D.   employee function data;

22 and still further wherein said fiscal performance data
23   includes:

24	A.	staffing data;
25	B.	compliance data;
26	C.	encounter frequency data;
27	D.	production data;
28	E.	collections data
29	F.	receipts data;
30	G.	accounts receivable data;
31	H.	cost data; and
32	I.	overhead data.

1   25. (original) The method according to claim 23
2 applied to a medical care provider, wherein said customer
3 is a patient and further wherein said analyzed data
4 includes:

5   A.   comparative patient level data including:

6   i. patient age data;
7   ii. patient gender data;
8   iii. patient functional health status data
9   iv. patient health screening data
10   v.   patient family medical history data;
11   vi. patient medication data;
12   vii. patient pathophysiology data;
13   viii.patient health habits data;
14   ix. patient counseling data;
15   x.   patient satisfaction data;
16   xi. patient health care access data; and
17   xii. patient payment capability data.

18   26. (original) The method according to claim 23
19 wherein said assessed survey information includes:

20   A.   patient viewpoint results including:

21   i.   office process viewpoints;
22   ii.   provider care and concern viewpoints;
23   iii. overall visit viewpoints; and
24   iv.   verbatim comments on processes;
25   B.   functional health status results; and

26   C.   fiscal performance viewpoint results.

1   27. (original) The method according to claim 26
2 applied to a medical care provider, wherein said customer
3 is a patient and further wherein said analyzed data
4 includes:

5   A.   comparative patient level data including:

6   i.   patient age data;
7   ii.   patient gender data;
8   iii. patient functional health status data
9   iv.   patient health screening data
10   v.   patient family medical history data;
11   vi.   patient medication data;
12   vii. patient pathophysiology data;
13   viii.   patient health habits data;
14   ix.   patient counseling data;
15   x.   patient satisfaction data;
16   xi.   patient health care access data; and
17   xii. patient payment capability data.

1   28. (original) The method according to claim 27
2 wherein said formatting said assessed survey information
3 is done according to a compass viewpoint information
4 presentation paradigm.

24

1   29. (currently amended) A method for collecting,

2 processing, and presenting survey information comprising

3 the steps of:

4   I.   connecting to a survey participant over an

5   external communication system;

6   II.   conducting a plurality of automated surveys

7   with survey participants, said automated

8   surveys being conducted according to survey

9   scripts, said survey scripts providing

10   instructions for conducting said automated

11   survey to collect survey data, said conducting

12   a plurality of automated surveys with survey

13   participants including the steps of:

14   A.   conducting a survey with a participant who

15   is a customer according to customer survey

16   scripts including scripts for obtaining

17   survey data including customer viewpoint

18   data including:

19   i.   customer satisfaction data;

20   ii. office process viewpoint data;

21   iii. provider care and concern data; and

22   iv. verbatim viewpoint comments;

23   B.   conducting a survey with a participant who is

24   an employee according to employee survey

25   scripts including scripts for obtaining survey

26   data including employee viewpoint data; said

27   employee viewpoint data including:

28   i.   job performance data including:

29   ability to keep pace data;

30		opportunities to improve data;
31		job security data; and
32		performance expectations data;
33		ii. team function data including:
34		team communication data;
35		team operation data;
36		stress environment data;
37		change implementation data; and
38		overall viewpoint data;
39		iii. verbatim comments; and
40		iv. employee function data;
41	and	
42	C.	conducting a survey with a participant who is a
43		manager according to manager survey scripts
44		including scripts for obtaining survey data
45		including fiscal performance data, said fiscal
46		performance data includes:
47		i. staffing data;
48		ii. compliance data;
49		iii. encounter frequency data;
50		iv. production data;
51		v. collections data
52		vi. receipts data;
53		vii. accounts receivable data;
54		viii.cost data; and
55		ix. overhead data;
56	III.	generating analyzed data from said survey data,
57		said analyzed data including:
58	A.	comparative patient level data for storing
59		in said clinical and pathophysiological

26

60		normative data repository, said
61		comparative patient level data including:
62		i. patient age data;
63		ii. patient gender data;
64		iii. patient functional health status data
65		iv. patient health screening data
66		v. patient family medical history data;
67		vi. patient medication data;
68		vii. patient pathophysiology data;
69		viii. patient health habits data;
70		ix. patient counseling data;
71		x. patient satisfaction data;
72		xi. patient health care access data; and
73		xii. patient payment capability data;
74	B.	comparative data for stored in said
75		comparative practice data repository
76		including comparisons to nationally
77		accepted guidelines; and
78	C.	historical comparisons based on analyzed
79		data stored in said comparative practice
80		data repository.
81	IV.	generating reports utilizing said survey data
82		and said analyzed data, said reports for use by
83		a survey consumer or for use by said survey
84		participant; and
85	V.	generating assessed survey information from
86		said survey data and said analyzed data, said
87		assessed survey information including:
88	A.	patient viewpoint results including:
89		i. office process viewpoints;

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90                    ii.  provider care and concern viewpoints;

91                    iii. overall visit viewpoints; and

92                    iv.  verbatim comments on processes;

93               B.   functional health status results; and

94               C.   fiscal performance viewpoint results;

95   and

96          VI.  formatting at least some portion of said

97               assessed survey information according to a

98               compass viewpoint information presentation

99               paradigm for display to a survey consumer, said

100              formatting including presentation of charts,

101              graphs, and textual reports, and further

102         VII. formatting at least some portion of said

103              assessed survey information for providing

104              feedback information to the survey participant,

105              said formatting being customized based on

106              whether the participant is a patient, an

107              employee, or a manager.


1         30. (currently amended) A system for collecting,

2    processing, and presenting survey information comprising:

3          I.   means for connecting to a survey participant

4               over an external communication system;

5          II.  means for conducting a plurality of automated

6               surveys with survey participants for obtaining

7               survey data, said means for conducting a

8               plurality of automated surveys including:

9               A.   means for conducting a survey with a

10                   participant who is a customer to obtain
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11		survey data including customer viewpoint
12		data;
13	B.	means for conducting a survey with a
14		participant who is an employee to obtain
15		survey data including employee viewpoint
16		data; and
17	C.	means for conducting a survey with a
18		participant who is a manager to obtain
19		survey data including fiscal performance
20		data;
21	III.	means for generating analyzed data from said
22		survey data, wherein said analyzed data
23		utilizes a compass viewpoint information
24		presentation paradigm;
25	IV.	means for generating reports utilizing said
26		survey data and said analyzed data, said
27		reports for use by a survey consumer or for use
28		by said survey participant; and
29	V.	means for generating assessed survey
30		information from said survey data and said
31		analyzed data, and
32	VI.	means for formatting at least some portion of
33		said assessed survey information for display to
34		a survey consumer, and further including
35	VII.	means for formatting at least some portion of
36		said assessed survey information for providing
37		feedback information to the survey participant,
38		said formatting being customized based on
39		whether the participant is a patient, an
40		employee, or a manager.

1   31. (original) The system according to claim 30
2 wherein said formatting said assessed survey information
3 is done according to a compass viewpoint information
4 presentation paradigm.

1   32. (original) A system for collecting, processing,
2 and presenting survey information comprising:

3   I.   means for connecting to a survey participant
4   over an external communication system;

5   II.   means for conducting a plurality of automated
6   surveys with survey participants, said
7   automated surveys being conducted according to
8   survey scripts, said survey scripts providing
9   instructions for conducting said automated
10   survey to collect survey data, said conducting
11   a plurality of automated surveys with survey
12   participants including the steps of:

13   A.   means for conducting a survey with a
14   participant who is a patient according to
15   patient survey scripts including scripts
16   for obtaining survey data including
17   patient viewpoint data;

18   B.   means for conducting a survey with a
19   participant who is an employee according
20   to employee survey scripts including
21   scripts for obtaining survey data
22   including employee viewpoint data; and

23   C.   means for conducting a survey with a
24   participant who is a manager according to
25   manager survey scripts including scripts

26   for obtaining survey data including fiscal
27   performance data;

28   III. means for generating analyzed data from said
29   survey data, wherein said analyzed data
30   utilizes a compass viewpoint information
31   presentation paradigm;

32   IV.   means for generating reports utilizing said
33   survey data and said analyzed data, said
34   reports for use by a survey consumer or for use
35   by said survey participant; and

36   V.   means for generating assessed survey
37   information from said survey data and said
38   analyzed data, and

39   VI.   means for formatting at least some portion of
40   said assessed survey information for display to
41   a survey consumer, and further including

42   VII. means for formatting at least some portion of
43   said assessed survey information for providing
44   feedback information to the survey participant,
45   said formatting being customized based on
46   whether the participant is a patient, an
47   employee, or a manager.

1   33. (original) The system according to claim 32
2 wherein said formatting said assessed survey information
3 is done according to a compass viewpoint information
4 presentation paradigm.

1   34 (new) A method for collecting, processing, and
2 presenting survey information comprising the steps of:

3   I.   connecting to a survey participant over an
4   external communication system;

5   II.   conducting a plurality of automated surveys
6   with survey participants for obtaining survey
7   data, said conducting a plurality of automated
8   surveys utilizing a drill-down methodology and
9   including the steps of:

10   A.   conducting a survey with a participant who
11   is a customer to obtain survey data
12   including customer viewpoint data; and

13   B.   conducting a survey with a participant who
14   is an employee to obtain survey data
15   including employee viewpoint data;

16   III. generating analyzed data from said survey data;

17   IV.   generating reports utilizing said survey data
18   and said analyzed data, said reports for use by
19   a survey consumer;

20   V.   generating assessed survey information from
21   said survey data and said analyzed data;

22   VI.   formatting said assessed survey information for
23   display to a survey consumer; and

24   VII. generating, formatting, and displaying survey
25   feedback, utilizing historical survey data, to
26   the survey participant during said survey, said
27   survey feedback formatted and displayed in a
28   customized manner based on whether the current
29   survey participant is a customer or an
30   employee, wherein

31   said drill-down methodology utilizes one or both of
32   survey data already provided by the survey

33   participant and historical survey data to

34   determine a subsequent survey question to be

35   asked of the current survey participant.